RECORD MANAGEMENT POLICY AND PROCEDURE

CONTENTS

1   PURPOSE

1.1   This policy outlines the approach taken by Della International College (DIC) to systematically manage all records used, collected and stored within the organisation.

2   SCOPE

2.1   This policy applies to all employees and currently enrolled, or intending to enrol, students at Della International College.

3   DEFINITIONS

3.1   **Assessment:** The process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package or by the learning outcomes of an accredited course.

3.2   **Assessment tools:** Assessment tools include the following components—context and conditions of assessment, tasks to be administered to the student, an outline of the evidence to be gathered from the candidate and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).

   This term also takes in the administration, recording and reporting requirements, and may address a cluster of competencies as applicable for holistic assessment.

3.3   **Completed student assessment items:** The actual piece(s) of work completed by a student or evidence of that work, including evidence collected for an RPL process. An assessor's completed marking guide, criteria, and observation checklist for each student may be sufficient where it is not possible to retain the student's actual work. However, the retained evidence must have enough detail to demonstrate the assessor's judgement of the student's performance against the standard required.

3.4   **RPL:** Recognition of prior learning

3.5   **Securely retain:** To retain records in a manner that safeguards them against unauthorised access, fire, flood, termites or any other pests, and which ensures that copies of records can be produced if the originals are destroyed or inaccessible. Records may be in hard copy or electronic format.

4   POLICY STATEMENT

Approach to management of records

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RECORD MANAGEMENT POLICY AND PROCEDURE

DIC will:

4.1 Meet the requirements of Commonwealth and State legislation, ASQA.

4.2 Keep records in a consistent and easily accessible format.

4.3 Ensure that records are routinely checked for accuracy and currency.

4.4 Keep all information secure and protected.

4.5 Routinely back up all electronic records.

4.6 Archive **records appropriately and in accordance with registering body's guidelines.**

4.7 Effective management of records will be achieved through:

    4.7.1 Maintenance of an electronic file server where all internally produced documents are stored. Electronic files are archived and not deleted when they become obsolete.

    4.7.2 Use of an electronic student records management database which records and stores all information relating to students, course progress and assessment outcomes.

    4.7.3 Use of an electronic financial management system where all financial activities of the business are stored.

    4.7.4 Documented policies and procedures which all staff are familiar with and adhere to. Policies and procedures outline the organisation's requirements on consistency, accuracy and integrity in relation to data and records management.

    4.7.5 DIC will provide students with a reminder to update their contact details every 6 months to ensure current and accurate records are maintained

Records Management

4.8 Staff members must maintain all records relevant to administering this policy and procedure in a recognised college recordkeeping system.

5 RELEVANT LEGISLATION AND DOCUMENTS

Documents

Assessment Tools
Assessment Material
Policies
Quality Management System
Financial Management System
PRISMS
VETtrak
Forms
Letters
Registers
Schedules
Student Files
Employee Files

Legislation

5.1 According to National Code 2018:
Standard 3, Clause 3.6: The registered provider must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.
Standard 5, Clause 5.3.5: maintain up-to-date records of the student's contact details as outlined in Standard 3.5, including the contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare.
Standard 6, Clause 6.8: The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain

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a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

Standard 7, Clause 7.7: The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

Standard 8, Clause 8.6: The registered provider of a school, ELICOS or Foundation Program course must have and implement a documented policy and process for monitoring and recording attendance of the overseas student.

Clause 8.7: The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student.

Clause 8.9 The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes: 8.9.2: processes for recording and assessing course progress requirements.

Clause 8.12: If an ESOS agency requires a VET provider to monitor overseas student attendance, the registered provider must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying: 8.12.2: processes for recording course attendance.

6   FEEDBACK

6.1   College staff and students may provide feedback about this document by emailing: compliance@dellainternational.edu.au

7   APPROVAL DETAILS

Approval	Details
Approval Authority	CEO
Administrator	Compliance Manager
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